

# Managing Conflict

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## Overview

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### DESCRIPTION

Conflict is inevitable in human relationships. Given this fact, managers and supervisors need skills identifying and resolving conflict. This seminar emphasizes communicating clearly and defusing confrontations.

<b>The Assignment</b>	The basic principles addressed will be individual approaches taken, personal styles, organizational biases and situational applications.
<b>The Challenge</b>	The challenge of communicating effectively and understanding your role and being an active listener.
<b>The Choices</b>	Approaches to conflict resolution will include convention viewpoints, competition, cooperation and strategy considerations. Other topics will be communication methods, ground rules, handling hostile people, dealing with stress and dealing with dirty tricks.



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## CE Credits

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The Managing Conflict is available for the following types of credits:

### **POST (Peace Officer Standards and Training)**

Notify the instructor at the time of the class to sign a separate roster.

### **OPI (Office of Public Instruction) Renewal Units**

Contact the Professional Development Center before the beginning of the class at [pdc01@mt.gov](mailto:pdc01@mt.gov) to get the paperwork going.

### **Other Continuing Education**

The Professional Development Center can provide certification to submit to your association.



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"This information has truly opened my eyes in dealing with conflict resolution in my job. This is so important in the overall productivity and success of our program. I've learned so much!"

"I learned more about my own strengths and weaknesses."

"I appreciated the discussion of real situation from our world."

"Looking at my own conflict style was eye opening."

"Learned there are different conflict management approaches and that conflict doesn't have to be negative."

